

**Minutes of the Information Management Panel**  
**Friday, September 26, 2003**

**Bruce called the meeting to order at 8:31 a.m.**

**Present:** Supervisors Genia Bruce, Jim Behrend, Bill Mitchell and Duane Paulson. **Absent:** Citizen Keith Pickens. Supervisor Behrend arrived at 8:43 a.m.

**Also Present:** Information Systems Manager Michael Biagioli, Applications Development Administrator Wayne Naegele, End User Computing Administrator Dave Broker and Office Services Coordinator Windy Jicha.

**Approval of Minutes July 25, 2003**

**MOTION:** Paulson moved, Mitchell second, to approve the minutes of July 25, 2003. **Motion carried:** 3-0.

**Future Meeting Date**

- November 21

**Future Agenda Items**

- Vice Chair election for the panel
- Web Initiatives including Content Management
- E-payments
- Extranet Links with Communities.
- Status on Data Transfer Agreement with the State.
- Major 2004 Projects

**Updates on Major Projects**

Replacement System for Tax Records and Listing –Naegle said our software finalist was Easy Access. We are working closely with Corporation Counsel and Purchasing to finalize the contract language. They would like to install the software and complete project planning this year and then implementation in 2004. This company's cost was significantly lower than the other bidders.

Supervisor Behrend arrived at 8:43 a.m.

Biagioli said the cost of the software package doesn't include the cost of a consultant get the package up and running. He said there's money in the capital project to cover this item but it wasn't part of the RFP numbers.

State Protect Installation – Biagioli said the state team was here to evaluate the specifications for this program and he heard the meeting went well. He anticipates that Waukesha County will pay monies to the IS budget to customize this package by October 1, 2003. Once the District Attorney approves the modification, it will be installed in the spring of 2004. Biagioli said he should be able to retire the IJIS system once this program is installed. The 2004 capital plan needs to be modified to cover the additional \$100,000 it will take to make modifications to and install the Protect System. He doesn't think it will cost \$100,000 but he asked for extra monies just in case.

Fiber Extension – Biagioli said Phase I of this project is completed. This phase runs fiber to Huber, Expo and the Highway Operations facilities to the courthouse. This allows the Expo Center to offer different options for shows at the facility. They used the fiber link at the Expo for the Harley's Rider Ranch and a visit from Miss America. He doesn't know if the people using the technology at the Expo Center paid the county

anything additional to use the fiber links and the 12 PCs provided by the county. The PCs only allow users to access the Internet only so county is safe from these users. He plans on rotating the PC stock as necessary to the Expo.

Phase II of the project runs fiber between the Courthouse to the Health and Human Services building. We are moving quickly on this part. For the jail project to move forward a new link between the buildings needs to be established and the old one cut. The project has to be done quickly so the jail project can continue construction. This is on track. The county is a minor partner in this project providing only 6% of the total project costs which will save tens of thousands of dollars. The Waukesha School District is absorbing most of the cost.

Fiber for Phase III has been ordered and will be delivered next week. They are hoping to put in the conduit before the ground freezes and anticipate having the fiber installed and working by January 15, 2004.

Power Upgrade of Computer Room – Biagioli said this project is up and stable. It is in really good shape.

Health Insurance Portability and Accountability Act (HIPAA) – Biagioli handed out the HIPAA Privacy rules. Each of his managers is going to present this information to the employees. The managers have all the information they need to train staff. Training should be completed by the end of the year.

Biagioli said the county contracted with AE Business Systems to help get security to be in place by April 2004. The major cost of this project will go to the consultants for interpreting the HIPAA Rules. He doesn't have enough staff to cover this process in-house. He said if the security practices put in place for HIPAA make sense and are cost effective, they will apply those practices across the county.

Paulson said this is fine as long as it is a financially smart move.

Mitchell asked how will consultants at the county be trained with HIPAA? Biagioli said they will go through the county's training program or prove that they have been through such a program before.

CITRIX Expansion Remote Access – Broker said this project will move processing from the PCs to servers and will extend the life of the PCs. Users will lose autonomy with small things such as screen savers and wallpapers. Biagioli said he doesn't want people to think this is big brother keeping track of them. He said people wouldn't have "C" or "A" drives in which to bring in any data. They will only be able to access the server in a secured space which reduces the security risks. They have to make this attractive to the departments in order to convert to this environment. PCs will disappear and in its place will be a tiny box so it doesn't look the same as a PC. There will be a cost savings for department's End User Technology Funds. These types of terminals will cost less and use less electricity than regular PCs. Also, IS technicians will need to do less work on-site in departments.

Broker said we can use our old PCs much longer. We have quite a load of them in the basement. The county will be at 80% CITRIX at best.

Biagioli said we are having a larger farm built so that if servers go down, people won't be affected as long. If the server goes, many people are completely affected. Moving to the CITRIX environment could also change or increase the cost of licenses. They will also need IS staff ready to handle any issue 24 hours per day. IS Personnel will have to be trained in CITRIX and learn how to handle all issues. He sees significant cost savings.

Broker said he tried to figure out how much money we would save using this environment using an available complicated formula. The typical formulas don't work for the county because we aren't the usual type of business so the numbers were significantly skewed.

**Update on Communication Center Technology Implementation**

Biagioli said as of last week, the group here feels that the grid system address modifications to Spillman will work in Waukesha County. There's a meeting today to update the county on how the system works with our addressing system. We're still on track to start dispatching for the Sheriff's Department's clients by April 2004. The Jail Management System is on track for November 2004. Sheriff's Department staff is going through training right now. Currently staff from participating communities isn't going through the training. Biagioli said he got a request from Mike Giese saying he needed an IT person to assist with the systems as they come up. He evaluated this need and found they need .75 FTE position for 18 months to get the systems up and running. Initially they were going to request one IT person in the 2004 budget but decided not to do this because of the tight budget year. They currently have a staff person assigned to the Sheriff's Department and he will become their systems administrator. He will handle all the technical aspects of the Jail Management System. After 18 months, his time in the department should drop to 50%. They will use contracted staff to back up this person as needed and won't need to add part-time personnel. Biagioli said both Fire and Police Protocol Committees are on track and in good shape. Next month they will complete the fire response protocols.

**MOTION:** Paulson moved, Mitchell second, to adjourn the meeting at 9:31 a.m. **Motion carried:** 4-0.

Respectfully submitted,

Duane E. Paulson, Secretary  
Information Management Panel